## **Customer Service Report for EMIB**

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	<b>EMIB</b>	Web	Other	DCS	<b>EMIB</b>	Other	DCS	<b>EMIB</b>	Other	To Close
Accounts											
Access/Login	2	0	0	3	0	2	0	0	3	0	7
Account Lockout	3	0	0	0	0	0	0	0	3	0	6
Deactivate/Close	2	0	0	0	0	1	0	0	1	0	0
Edit Account	21	0	0	1	0	4	0	0	18	0	8
General Info	7	0	0	0	0	2	0	0	5	0	4
Register/Open	8	0	0	3252	0	7	0	0	3253	0	0
<b>Application Support</b>											
COTS-Other/Install	1	0	0	0	0	0	0	0	1	0	11
COTS- Other/Troubleshoot	1	0	0	0	0	0	0	0	1	0	13
MS Office/Install	0	1	0	0	0	0	0	1	0	0	60
MS Office/Request	0	0	0	1	0	0	0	0	1	0	47
ASR											
Other	0	0	0	1	0	0	0	0	1	0	0
<b>Back Office Support</b>											
Active Directory	11	0	0	7	0	0	0	0	18	0	5
Add Entry	0	0	0	2	0	0	0	0	2	0	0
Backup/Restore	3	0	0	0	0	0	0	0	3	0	22
Configuration	1	0	0	5	0	0	0	0	6	0	2
Hardware Enhancement	0	3	0	0	0	2	0	0	1	0	0
IM Hosting	1	0	0	0	0	0	0	0	1	0	3
Permissions/Shares	6	0	0	0	0	0	0	0	6	0	5
Release IP-DHCP	1	0	0	1	0	0	0	0	2	0	0
Reset Limits	38	0	0	0	0	0	0	0	38	0	6
Server Recovery	1	0	0	0	0	0	0	0	1	0	5
Troubleshoot	8	0	0	1	0	0	0	0	9	0	3

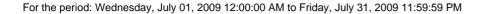
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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	<b>EMIB</b>	Other	To Close
CC Technical Operations											
Acct-Maintenance-E- Mail	0	0	0	1	0	0	0	0	1	0	25
CIT Categories											
LISTSERV	1	0	0	0	0	0	0	0	1	0	23
Personnel	0	1	0	0	0	0	1	0	0	0	0
Connectivity											
General Info	4	0	0	0	0	0	0	0	4	0	15
Proxy Server	2	0	0	0	0	0	0	0	2	0	20
Email											
Exchange Email	11	1	0	9	0	1	0	0	20	0	7
General Info	12	0	0	0	0	2	0	0	10	0	9
MS Outlook	9	0	0	1	0	1	0	0	9	0	17
PKI-Secure Email	2	0	0	0	0	0	0	0	2	0	7
<b>General Information</b>											
Inquiry	2	0	0	0	0	0	0	0	2	0	14
Hardware											
Desktop/Install/Build	0	1	0	0	0	1	0	0	0	0	0
Desktop/Troubleshoot	1	0	0	1	0	0	0	0	2	0	15
General Info	0	0	0	1	0	0	0	0	1	0	12
Servers/Install/Build	0	5	0	0	0	5	0	0	0	0	0
Servers/Troubleshoot	0	0	0	1	0	0	0	0	1	0	57
Local LAN											
LocalLAN/Connectivity	8	1	0	0	0	1	0	0	8	0	3
LocalLAN/General Info	3	0	0	2	0	0	0	0	5	0	9
NIH Data Center											
Aperture Vista	0	1	0	0	0	0	1	0	0	0	0
NIHnet											
Server Support-DNS	8	0	0	3	0	0	0	0	11	0	4

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	DCS	EMIB	Web	Other	DCS	<b>EMIB</b>	Other	DCS	<b>EMIB</b>	Other	To Close
Server Support-Other	1	0	0	0	0	0	0	0	1	0	3
Service Prov-IP Address Admin	1	0	0	0	0	0	0	0	1	0	35
Service Prov-Other	1	0	0	0	0	0	0	0	1	0	6
Security											
General Info	0	1	0	0	0	1	0	0	0	0	0
Web Site Issue (non-CIT)											
Other	1	0	0	1	0	1	0	0	1	0	6
Grand Total:	182	15	0	3294	0	31	2	1	3457	0	0

Total Tickets Closed: 3458

Total Tickets Assigned/Pending/Checked Out: 33

Total Tickets Created: 3491